

Please check all the ways that you learn about Somerset County parks and programs.

- Visited or called a park/recreation office
- Brochures hanging in park kiosks
- Flyers
- Park Commission website
- Newspaper ads
- Parks, Programs, and People* guide in newspaper
- Parks, Programs, and People* guide by mail
- Somerset County Arts and Leisure guide
- Word of mouth from friends and family

Are you a resident of Somerset County?

—yes —no

Please check the township or borough in which you reside:

- Bedminster Township
- Bernards Township
- Bernardsville Borough
- Bound Brook Borough
- Branchburg Township
- Bridgewater Township
- Far Hills Borough
- Franklin Township
- Green Brook Township
- Hillsborough Township
- Manville Township
- Millstone Borough
- Montgomery Borough
- North Plainfield Borough
- Peapack/Gladstone Borough
- Raritan Borough
- Rocky Hill Borough
- Somerville Borough
- South Bound Brook
- Warren Township
- Watchung Borough

Non-Somerset County town:

What I like best about the Somerset County park system is:

If I were in charge of the Somerset County Park Commission, a change I would make is:

Thank you for responding to this survey. Please return it to:

Somerset County Park Commission
Attn: Satisfaction Survey
PO Box 5327
North Branch NJ 08876



*Somerset County
Park Commission*

CUSTOMER SATISFACTION SURVEY

MAILER

www.somersetcountyparks.org
www.neshanicvalleygolf.com



CUSTOMER SATISFACTION SURVEY

Somerset County Park Commission would like your assistance in helping us to provide high-quality facilities and programs to meet your needs and to better serve you. Thank you in advance for participating in this survey.

In which three Somerset County Park Commission programs/activities do you participate most often?

- Play golf
- Compete in golf tournaments
- Take golf lessons
- Play miniature golf
- Play tennis
- Compete in tennis tournaments
- Take tennis lessons
- Swim at Warrenbrook Pool
- Take swim lessons
- Rent paddleboats
- Visit the gardens
- Participate in EEC programs
- Hike the EEC trails
- Take horseback riding lessons
- Ride the horse trails
- Participate in kid's lead line pony rides
- Mountain bike the trails
- Hike on trails
- Participate in TR programs
- Attend Camp Okee Sunokee
- Attend Eco-Explorers or AWESIM Kids programs
- Visit parks to picnic, use playgrounds, walk, sunbathe, etc.
- Visit the leash free dog area
- Use the rollerhockey rink
- League play on baseball, softball or soccer fields
- Attend summer concerts in Duke Island Park
- Attend concerts at Commerce Bank Ballpark
- Attend the Fourth of July Festival
- Attend special events at the EEC

Other: _____

Of the three you selected, how often do you visit/utilize each of them?

- | | | |
|------------------------------------------------|------------------------------------------------|------------------------------------------------|
| Choice #1 _____ | Choice #2 _____ | Choice #3 _____ |
| <input type="checkbox"/> Once a week | <input type="checkbox"/> Once a week | <input type="checkbox"/> Once a week |
| <input type="checkbox"/> Few times a week | <input type="checkbox"/> Few times a week | <input type="checkbox"/> Few times a week |
| <input type="checkbox"/> Once a month | <input type="checkbox"/> Once a month | <input type="checkbox"/> Once a month |
| <input type="checkbox"/> Several times a month | <input type="checkbox"/> Several times a month | <input type="checkbox"/> Several times a month |
| <input type="checkbox"/> Several times a year | <input type="checkbox"/> Several times a year | <input type="checkbox"/> Several times a year |
| <input type="checkbox"/> Once a year | <input type="checkbox"/> Once a year | <input type="checkbox"/> Once a year |

For each of the same three programs/facilities that you selected, please rate the following statements according to your level of agreement, or write NA if not applicable.

(5) Strongly Agree (4) Agree (3) Neutral (2) Disagree (1) Strongly Disagree (NA) Not applicable

Choice #1 _____

- The facility is clean. _____
- The registration process is convenient. _____
- The instructor is competent/knowledgeable. _____
- Good customer service is provided by facility staff. _____
- I would recommend this facility/program. _____
- I would visit this facility/participate in this program again. _____

Choice #2 _____

- The facility is clean. _____
- The registration process is convenient. _____
- The instructor is competent/knowledgeable. _____
- Good customer service is provided by facility staff. _____
- I would recommend this facility/program. _____
- I would visit this facility/participate in this program again. _____

Choice #3 _____

- The facility is clean. _____
- The registration process is convenient. _____
- The instructor is competent/knowledgeable. _____
- Good customer service is provided by facility staff. _____
- I would recommend this facility/program. _____
- I would visit this facility/participate in this program again. _____

Please check all the reasons that prevent you from using Somerset County parks and programs more often.

- None, I do use them all I want.
 - Too far from my home.
 - Program times are not convenient.
 - Park facilities are not well maintained.
 - I do not know what is being offered.
 - I do not know the locations of facilities.
 - Registration for programs is difficult.
 - Poor customer service by staff.
 - Fees are too high.
 - I use facilities/programs of other recreation agencies.
- Other: _____